


Welcome to Your Volunteer Day at JA BizTown AT&T

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in AT&T. Please dispose of any coffee, juice, or soda in The Smokehouse Market **BEFORE** students arrive. You may have bottled water in your business throughout the day.

Your Day

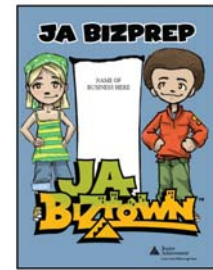
- AT&T provides phone service, prints and designs an application for iPhones, sells Hi-Flyer balls, and rents cell phones.
- Before the JA BizTown “citizens” arrive, a JA staff member will greet you and provide some hints for the day.
- When the citizens arrive, they will be seated in the common area. We encourage you to listen to the orientation that they receive. It will have many reminders for you.
- At the end of the orientation, the employees will report to you and you will cover all the points on pages 2-8. Then they will begin their work.
- The CFO gets started right away.
- **Important employee tasks to double-check** 
 - No one leaves the business until the Opening Town Meeting.
 - The CEO prints invoices for business phone service and designs an application for an Iphone with the help of the Sales Manager.
 - The CFO handles the payroll and pays all bills. The CFO also makes business deposits, so AT&T can repay its loan.
 - There are strict rules about cell phone rentals. All personnel (other than CFO) must learn the complete process.
- This Volunteer Guide breaks out the day into its main parts:
 - **Business Start-up** – pages 2-8
 - **First Work/Break Rotation** – page 9
 - **Staff Meeting** – page 10
 - **Second Work/Break Rotation** – page 11
- Some general information is located on page 12.

VOLUNTEER GUIDE TO START-UP BUSINESS MEETING

During your business start-up meeting with the students after the orientation, **please be sure to complete the following.**

1. Point out the AT&T T-shirts and hard hats hanging on the wall display. Explain that they may wear these if they wish. It is optional.
2. Have the students sit on the floor around you, and introduce yourself and other volunteers.
3. Give students the appropriate **job button** to wear, found in the basket on the CEO's desk.

4. Make sure that you have the **JA BizPrep** envelope, containing work that the students completed at school. They will need these pages throughout the day.



5. Tell the CEO to give the **Business Costs Sheet** to the CFO (located in the JA BizPrep envelope).

Account Name	Account #	Balance	Debit	Credit
Bank	101	100.00		
Accounts Payable	201		100.00	
Accounts Receivable	301			100.00
Inventory	401			100.00
Fixed Assets	501			100.00
Equity	601	100.00		
Retained Earnings	602			100.00
Liabilities	701			100.00
Long-Term Debt	702			100.00
Current Liabilities	703			100.00
Accounts Payable	704			100.00
Accounts Receivable	705			100.00
Inventory	706			100.00
Fixed Assets	707			100.00
Equity	708	100.00		
Retained Earnings	709			100.00
Liabilities	710			100.00
Long-Term Debt	711			100.00
Current Liabilities	712			100.00
Accounts Payable	713			100.00
Accounts Receivable	714			100.00
Inventory	715			100.00
Fixed Assets	716			100.00
Equity	717	100.00		
Retained Earnings	718			100.00
Liabilities	719			100.00
Long-Term Debt	720			100.00
Current Liabilities	721			100.00
Accounts Payable	722			100.00
Accounts Receivable	723			100.00
Inventory	724			100.00
Fixed Assets	725			100.00
Equity	726	100.00		
Retained Earnings	727			100.00
Liabilities	728			100.00
Long-Term Debt	729			100.00
Current Liabilities	730			100.00
Accounts Payable	731			100.00
Accounts Receivable	732			100.00
Inventory	733			100.00
Fixed Assets	734			100.00
Equity	735	100.00		
Retained Earnings	736			100.00
Liabilities	737			100.00
Long-Term Debt	738			100.00
Current Liabilities	739			100.00
Accounts Payable	740			100.00
Accounts Receivable	741			100.00
Inventory	742			100.00
Fixed Assets	743			100.00
Equity	744	100.00		
Retained Earnings	745			100.00
Liabilities	746			100.00
Long-Term Debt	747			100.00
Current Liabilities	748			100.00
Accounts Payable	749			100.00
Accounts Receivable	750			100.00
Inventory	751			100.00
Fixed Assets	752			100.00
Equity	753	100.00		
Retained Earnings	754			100.00
Liabilities	755			100.00
Long-Term Debt	756			100.00
Current Liabilities	757			100.00
Accounts Payable	758			100.00
Accounts Receivable	759			100.00
Inventory	760			100.00
Fixed Assets	761			100.00
Equity	762	100.00		
Retained Earnings	763			100.00
Liabilities	764			100.00
Long-Term Debt	765			100.00
Current Liabilities	766			100.00
Accounts Payable	767			100.00
Accounts Receivable	768			100.00
Inventory	769			100.00
Fixed Assets	770			100.00
Equity	771	100.00		
Retained Earnings	772			100.00
Liabilities	773			100.00
Long-Term Debt	774			100.00
Current Liabilities	775			100.00
Accounts Payable	776			100.00
Accounts Receivable	777			100.00
Inventory	778			100.00
Fixed Assets	779			100.00
Equity	780	100.00		
Retained Earnings	781			100.00
Liabilities	782			100.00
Long-Term Debt	783			100.00
Current Liabilities	784			100.00
Accounts Payable	785			100.00
Accounts Receivable	786			100.00
Inventory	787			100.00
Fixed Assets	788			100.00
Equity	789	100.00		
Retained Earnings	790			100.00
Liabilities	791			100.00
Long-Term Debt	792			100.00
Current Liabilities	793			100.00
Accounts Payable	794			100.00
Accounts Receivable	795			100.00
Inventory	796			100.00
Fixed Assets	797			100.00
Equity	798	100.00		
Retained Earnings	799			100.00
Liabilities	800			100.00
Long-Term Debt	801			100.00
Current Liabilities	802			100.00
Accounts Payable	803			100.00
Accounts Receivable	804			100.00
Inventory	805			100.00
Fixed Assets	806			100.00
Equity	807	100.00		
Retained Earnings	808			100.00
Liabilities	809			100.00
Long-Term Debt	810			100.00
Current Liabilities	811			100.00
Accounts Payable	812			100.00
Accounts Receivable	813			100.00
Inventory	814			100.00
Fixed Assets	815			100.00
Equity	816	100.00		
Retained Earnings	817			100.00
Liabilities	818			100.00
Long-Term Debt	819			100.00
Current Liabilities	820			100.00
Accounts Payable	821			100.00
Accounts Receivable	822			100.00
Inventory	823			100.00
Fixed Assets	824			100.00
Equity	825	100.00		
Retained Earnings	826			100.00
Liabilities	827			100.00
Long-Term Debt	828			100.00
Current Liabilities	829			100.00
Accounts Payable	830			100.00
Accounts Receivable	831			100.00
Inventory	832			100.00
Fixed Assets	833			100.00
Equity	834	100.00		
Retained Earnings	835			100.00
Liabilities	836			100.00
Long-Term Debt	837			100.00
Current Liabilities	838			100.00
Accounts Payable	839			100.00
Accounts Receivable	840			100.00
Inventory	841			100.00
Fixed Assets	842			100.00
Equity	843	100.00		
Retained Earnings	844			100.00
Liabilities	845			100.00
Long-Term Debt	846			100.00
Current Liabilities	847			100.00
Accounts Payable	848			100.00
Accounts Receivable	849			100.00
Inventory	850			100.00
Fixed Assets	851			100.00
Equity	852	100.00		
Retained Earnings	853			100.00
Liabilities	854			100.00
Long-Term Debt	855			100.00
Current Liabilities	856			100.00
Accounts Payable	857			100.00
Accounts Receivable	858			100.00
Inventory	859			100.00
Fixed Assets	860			100.00
Equity	861	100.00		
Retained Earnings	862			100.00
Liabilities	863			100.00
Long-Term Debt	864			100.00
Current Liabilities	865			100.00
Accounts Payable	866			100.00
Accounts Receivable	867			100.00
Inventory	868			100.00
Fixed Assets	869			100.00
Equity	870	100.00		
Retained Earnings	871			100.00
Liabilities	872			100.00
Long-Term Debt	873			100.00
Current Liabilities	874			100.00
Accounts Payable	875			100.00
Accounts Receivable	876			100.00
Inventory	877			100.00
Fixed Assets	878			100.00
Equity	879	100.00		
Retained Earnings	880			100.00
Liabilities	881			100.00
Long-Term Debt	882			100.00
Current Liabilities	883			100.00
Accounts Payable	884			100.00
Accounts Receivable	885			100.00
Inventory	886			100.00
Fixed Assets	887			100.00
Equity	888	100.00		
Retained Earnings	889			100.00
Liabilities	890			100.00
Long-Term Debt	891			100.00
Current Liabilities	892			100.00
Accounts Payable	893			100.00
Accounts Receivable	894			100.00
Inventory	895			100.00
Fixed Assets	896			100.00
Equity	897	100.00		
Retained Earnings	898			100.00
Liabilities	899			100.00
Long-Term Debt	900			100.00
Current Liabilities	901			100.00
Accounts Payable	902			100.00
Accounts Receivable	903			100.00
Inventory	904			100.00
Fixed Assets	905			100.00
Equity	906	100.00		
Retained Earnings	907			100.00
Liabilities	908			100.00
Long-Term Debt	909			100.00
Current Liabilities	910			100.00
Accounts Payable	911			100.00
Accounts Receivable	912			100.00
Inventory	913			100.00
Fixed Assets	914			100.00
Equity	915	100.00		
Retained Earnings	916			100.00
Liabilities	917			100.00
Long-Term Debt	918			100.00
Current Liabilities	919			100.00
Accounts Payable	920			100.00
Accounts Receivable	921			100.00
Inventory	922			100.00
Fixed Assets	923			100.00
Equity	924	100.00		
Retained Earnings	925			100.00
Liabilities	926			100.00
Long-Term Debt	927			100.00
Current Liabilities	928			100.00
Accounts Payable	929			100.00
Accounts Receivable	930			100.00
Inventory	931			100.00
Fixed Assets	932			100.00
Equity	933	100.00		
Retained Earnings	934			100.00
Liabilities	935			100.00
Long-Term Debt	936			100.00
Current Liabilities	937			100.00
Accounts Payable	938			100.00
Accounts Receivable	939			100.00
Inventory	940			100.00
Fixed Assets	941			100.00
Equity	942	100.00		
Retained Earnings	943	</		




Deposit Ticket

(All workers should complete the following. They should have done this at school, but please check.)

- Name and account number should be on each deposit ticket.
- The first deposit ticket should have been completed at school. Students know how much they will be paid (*located on the Business Costs Sheet in the JA BizPrep envelope*). A payroll tax of 2% is deducted, so their paycheck will be 98% of their salary.
- If they want cash back (\$2.00 maximum per pay period), they must subtract \$2.00 from the paycheck amount. The “net deposit” will be the amount that is deposited in the bank. For example, if a worker is paid \$8.82 and wants \$2.00 in cash, the net deposit is \$6.82. They must sign the deposit ticket for cash back.
- They should **tear out** the deposit ticket BEFORE going to the bank.
- **They should have the deposit entered in their checkbook registers.**

DEPOSIT TICKET

Name _____



CASH	CURRENCY				
	COIN				
LIST CHECKS SINGLY					
			8	82	
SUBTOTAL			8	82	
LESS CASH RECEIVED			2	00	
NET DEPOSIT \$			6	82	

first paycheck amount
↓

Date _____ 20____

Deposits may not be available for immediate withdrawal.

signature

Signature required for cash received.

Acct.# _____

Go to next page to see deposit ticket answers for each job.



Deposit Ticket Answers for All Jobs

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			8.82
			.
			.
SUBTOTAL			8.82
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			6.82

Acct.# _____

CEO

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			8.33
			.
			.
SUBTOTAL			8.33
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			6.33

Acct.# _____

CFO

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			7.84
			.
			.
SUBTOTAL			7.84
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			5.84

Acct.# _____

Installation Specialist

Sales Manager

Sales Associate

Go to next page.



Checkbook Register

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				6 82		+ 6 82
								6 82
001		Bank of America	1 50					- 1 50
								5 32

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				6 33		+ 6 33
								6 33
001		Bank of America	1 50					- 1 50
								4 83

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				5 84		+ 5 84
								5 84
001		Bank of America	1 50					- 1 50
								4 34

- Is correct **net** deposit entered?
- Is the check to Bank of America entered?
- Are new balances on the gray lines accurate?
- *Go to next page.*

Paycheck

- Have the CEO sign the first set of paychecks printed by the CFO.
- The pay stub should be cut from the paycheck.
- Tell the CEO to pass out the first-payroll checks to the employees.
- BEFORE GOING TO THE BANK, EMPLOYEES SHOULD:
 - **ENDORSE** their paychecks!
 - **TEAR OUT** the deposit ticket and \$1.50 check to Bank of America.
- AT THE BANK, EMPLOYEES WILL:
 - **TAKE** the endorsed paycheck, deposit ticket, and \$1.50 check to the Bank. (It is not necessary to bring the checkbook register and pay stub.)
 - **WAIT** in line for the next available teller.



Employees must endorse their paychecks!

- *Go to next page.*



8. Explain that all workers should now read their **job descriptions** in their Employee Manuals. Make sure that they understand their jobs before the day begins. This is very important!
9. Explain that a JA staff member will arrive to conduct training. **(Please listen to the presentation to receive the training as well, so you may help the employees throughout the day.)**
10. Have employees begin their tasks according to their job descriptions.
 - The **CEO** will prepare a speech for the Opening Town Meeting and print invoices during Business Start-up.
 - The **CFO** will print two sets of paychecks.
 - The **Installation Specialist** will make cross-connections on the display wall between each business and AT&T.
 - The **Sales Associates and Sales Manager** must learn the proper procedure for selling Hi-Flyer Balls and renting cell phones.
11. When supplies come from the **Warehouse**, distribute them as follows.
 - The **envelopes and stamps** go to the **CFO** to mail two payments.
 - The **Price Setting Worksheet, Customer Contracts, and Checkout Log** go to the Sales Manager.
 - The **sanitary wipes, handsets, and cords** go to the **Installation Specialist**.
14. All AT&T employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)
15. **Please Remember:** You will assist the employees during the day. You ensure that they do their jobs. You do not complete their tasks for them. Continually remind them to refer to their Employee Manuals to complete all work, using words such as “How are you coming on,” “Let’s look at your manual and check how you are doing,” or “Have you finished all these tasks? What’s on the next page?” (Note: If you ask them if they’re finished for the day, many employees will say yes, even though they are not. They may be unaware that there is more because they have quit looking at the manual or haven’t turned the page.)

You will use the next page for information on the first work/break rotation.



GUIDE TO THE FIRST WORK/BREAK ROTATION

- The CEO will continue printing invoices, if necessary. Then the CEO will design an application for an Iphone with the Sales Manager's assistance.
- The CFO will continue paying bills.
- The Installation Specialist(s) will deliver the handsets to businesses. The Specialist should start with KJAR Radio.
- The Sales Manager will assist the CEO with designing the Iphone application and surveying customers.
- The Sales Associates will assist customers with the purchase of Hi-Flyer Balls by (1) verifying and accepting checks using the computer and (2) giving the customer a U.S. quarter to use in the machine. (JA BizTown quarters will not work in the machine and should not be used because they will jam the machine.)
- Cell phone rentals are typically \$8 to \$10, so no customer will be able to afford a cell phone during the first work/break rotation.
- Remind sales associates to review the cell rental process. This process must be followed.



VOLUNTEER GUIDE TO STAFF MEETING

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in AT&T.
3. Have them sit on the floor.
4. The CEO should distribute signed, green paychecks to all employees (with the pay stub cut apart).
5. Each employee should:
 - a. **endorse** the paycheck,
 - b. **decide** if s/he wants any cash back,
 - c. **prepare** a second deposit ticket, and
 - d. **enter** the transaction into the checkbook register.
6. Check employee checkbook registers for accuracy for all transactions. Sometimes, employees think that they have more money in the bank than they do because they haven't entered all transactions into the checkbook register.
7. Remind employees that during the second break they:
 - a. have **30 minutes** for the break,
 - b. will **eat lunch** at The Smokehouse Market, where they will use JA BizTown cash to purchase a drink. (You may eat as well.)
 - c. will have their **final opportunity to spend** their money, and
 - d. must **return to work** at the end of the break.

Go to the next page for instructions on things to look for during the second work/break rotation.



GUIDE TO THE SECOND WORK/BREAK ROTATION

- The CEO will assist with the cell phone rentals, if necessary.
- The CEO should also make sure that the CFO receives all checks so that deposits may be made at the bank.
- The CFO must enter incoming business payments into the computer and generate deposit tickets. Deposits must be taken to the bank. Up to eight (8) checks can be put on one deposit ticket.
- The CFO must prepare a Business Report to read at the Closing Town Meeting. This is done as soon as all deposits have been made. The blue report is located in the CFO employee manual. Instructions are located on the report.
- The Sales Manager and Sales Associates will use the cell rental process.
- Sales Associates should make sure that the customer has enough money in his/her checking account before any contract is completed.
- Later in the day, the Installation Specialists should pick up the phone handsets and cross-connections cords. They should NOT pick up a cord at any phone.
- Cell phones should be turned **OFF** when returned at the end of the day.

END OF DAY – CLEAN UP

- Business papers should be placed in the JA BizPrep envelope (especially the printed Accounting Report) for the CEO to return to school.
- Employees should make their workstations look like they did at the beginning of the day.
- The Employee Manuals remain at JA BizTown.
- Thank you once again for your help! We can't do it without you! We will e-mail a survey so you may provide feedback to us about your day.
- Thanks for making this day unforgettable for the kids!



JA BizTown Volunteer Basics

Student Illness: Please contact a JA staff member or a teacher, if a child should become ill. We have first-aid supplies and a private area where an ill child can rest. A JA staff member will work with classroom teachers to determine if parents need to be called. Band-aids may be obtained from a JA staff member.

Medication: Student medications must be administered by classroom teachers. Medicine needing refrigeration will be kept in the refrigerator in the training room, and it must be clearly marked for a specific child.

Dismissal: Students are dismissed immediately following the Closing Town Meeting.

Weather Emergency: In the event of a weather emergency, a JA staff member will provide immediate verbal directions to all students, teachers, and volunteers. If this should occur, please make sure all students are quiet in your business and are listening to evacuation instructions. Students will likely move to another location in the building, and you will need to assist in an organized evacuation.

Restrooms: Restrooms are located inside JA BizTown in the hallway between CW11 and Bank of America. Please remind students that they should use these restrooms and must remain in JA BizTown at all times.

Student Photographs: If students have a symbol on their nametags (e.g. star), this means that those students are not allowed to be photographed or on TV.

Lost and Found: Please see a JA staff member, if a student is missing an item. We have a lost and found area, and a JA staff member will assist you.

Lost Lunch: If a student is missing or has forgotten a lunch, please see a JA staff member, and we will do our best to provide something for the student.